



City of Seattle Seattle City Light Department

DEPARTMENT POLICY & PROCEDURE

Subject**Number****DPP 500 P III-302, Schedule 100****Effective****COLLECTION AND OTHER ACCOUNT
SERVICE CHARGES****January 11, 2012**

Supersedes**/s/ by Jorge Carrasco**

November 22, 2010

Approved by Jorge Carrasco**Page 1 of 3**

1.0 Charges

The following charges shall be levied to offset operational expenses of collecting delinquent accounts.

1.1 Dishonored Checks

1.1.1 Customers' checks returned or customers' ACH Debit returned statements unpaid or unrecognized by their bank for reasons other than account closed or insufficient funds (i.e., irregular signature, refer to maker, endorsement, non recognizable bank account number, etc.) \$25.00

1.1.2 Customers' checks returned or customers' ACH Debit returned statements unpaid by customers' banks for reason of payment stopped, account closed or insufficient funds. \$25.00

1.2 Field Calls

Field visits by Credit personnel to effect collection of accounts receivable and prevent potential identity theft on active electric service accounts. This charge shall not be levied if electrical service is disconnected on the same day as the field visit. . . \$35.00

1.3 Disconnection of Electric Service

- 1.3.1 Electric service normally disconnected for nonpayment of bills. (Formerly called a reconnection charge and levied at the time of disconnection against the delinquent customer.) \$106.00
- 1.3.2 Electric service disconnected following illegal reconnection, fraudulent activity, or potential identity theft. \$212.00
- 1.4 Reconnection of Electric Service
 - 1.4.1 Electric service ordered restored between 8 am and 5 pm, Monday through Friday, excluding holidays. No charge
 - 1.4.2 Electric service ordered restored between 5 pm and 8 am, Monday through Friday, and all day Saturday, Sunday and holidays. \$212.00
- 1.5 Late Fees and Delinquency Penalties Charges
 - 1.5.1 On Active Accounts: A \$10 fee may be charged by City Light on any bills more than fifteen (15) calendar days past due on delinquent balances equal to or greater than \$75.
 - 1.5.2 When Closing an Account: A late fee and/or delinquency penalty will be applied on delinquent balances if the closing date is at least 25 days on monthly accounts or at least 45 calendar days on bimonthly accounts from the previous billing date.
- 1.6 Statement of Account
 - 1.6.1 For a billing system screen print statement of account for each 12-month period. \$5
 - 1.6.2 For a formal statement of account activity, for each account number per 12-month period. \$27
- 1.7 Duplicate Bill

For all duplicate bills requested by the customer after the original bill was produced.
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2.0 Appendix

Distribution: Posted online at <http://sclweb.light.ci.seattle.wa.us/dpp/>

3.0 Revision History

Version	Date	Changes Made	Author/KeyContact

2.0	09-26-11	Revised Section 1.5.1 “ business ” deleted and “ <u>calendar</u> ” added. Update Coordinated By: Jackie Kirn	Pamela Fowlkes
1.0	11-22-10	Revised to update text. Update Coordinated By: Jackie Kirn	Pamela Fowlkes